

DIAGRAM 22: What is the Remote Database? (John's Question)

? WHAT IS THE
REMOTE DATABASE?



The Remote Database IS



Cloud-Hosted Database
PostgreSQL + Redis
Running on AWS



Components

PostgreSQL

- Customer data
- Message history
- Order information
- Knowledge base
- Analytics data

Redis Cache

- Session data
- Query results
- API responses
- Hot data

Google Sheets

- Business logic
- Color-coded rules
- Team-editable



Why 'Remote'?

Located in cloud
not on device

Accessible from anywhere

Accessible from anywhere
not just one phone

Centralized data
single source of truth

Scalable storage
unlimited capacity



Benefits

✓ Phone can break
Data is safe

✓ Multiple devices
Share same knowledge

✓ Real-time sync
Always up-to-date

✓ Business intelligence
Analytics & reporting

